

GSE Customer Council Bylaws

ARTICLE 1. NAME

The name of this council shall be the General Services Enterprise Customer Council, hereafter referred to as GSE Customer Council.

ARTICLE 2. PURPOSE

The GSE Customer Council acts as a governing board for those services that have been designated as "utilities" in the development of entrepreneurial management in Iowa state government.

In its capacity as a governing board, the Customer Council will ensure that utility services provide effective and efficient quality service that benefits customer departments and the citizens they serve.

More specifically, the Customer Council:

1. Approves level of utility service;
2. Reviews and comments on the provider's customer satisfaction data and information;
3. Gathers its own customer input, as desired;
4. Approves general service level agreement boilerplate terms, including service standards and redress mechanisms;
5. Review and approve financial statement and business plan for utility services;
6. Approves rates and prices; and
7. Advises GSE leadership on related issues as requested.

ARTICLE 3. GUIDING PRINCIPLES

The GSE Customer Council members will strive to:

1. Conduct themselves as professionals;
2. Treat each other respectfully;
3. Work to develop mutual trust;
4. Practice active listening;
5. Openly share opinions and expertise;
6. Work for the common good of the enterprise;
7. Strive for quality decisions within timeframes provided;
8. Consider the needs of the customer first;
9. Evaluate the Council's effectiveness;

Provide GSE information on all data collected.

ARTICLE 4. MEMBERSHIP

Section 1. GSE Customer Council membership shall consist of one (1) public member, one (1) union representative, nine (9) state agency representative members, and Ex-officio nonvoting member(s) as deemed appropriate by the council. Also a Judicial branch member will be requested if services are provided to the Judicial branch and a Legislative branch member will be requested, if services are provided to the Legislative branch..

Section 2. The nine (9) state agency representatives will consist of three individuals from large agencies (greater than seven hundred (700) employees), three individuals from medium sized agencies (with the number of employees between seventy (70) and seven hundred (700), and three individuals from small agencies (less than seventy (70) employees).

Section 3. State agency members will participate in the council by requesting input and support from

the group they represent.

Section 4. Members will serve three-year terms. The agencies filling the initial 12-month terms shall be selected by vote of the agencies in each respective size group. However, initial terms will be staggered to insure continuity. The initial terms for one representative from a large agency, one representative from a medium agency, one representative from a small agency and the public representative will be two years; the initial terms for one representative from a large agency, one representative from a medium agency, one representative from a small agency and the Judicial and Legislative representatives will be three years; and the initial term for one representative from a large agency, one representative from a medium agency, one representative from a small agency and the union representative will be four years. Initial membership terms shall begin July 1, 2003.

Section 5. Members may attend by telephone or other electronic means.

Section 6. Members who are present shall be eligible to vote on all issues brought before the group for a vote. Members may vote during a meeting by telephone or other electronic means.

Section 7. Each member is expected to attend and actively participate in meetings.

Section 8. The DAS GSE shall provide a staff person to take notes at the meetings and produce minutes that will be distributed to all members, and will provide other staff assistance to the council as requested by the council.

ARTICLE 5. OFFICERS AND STAFF

Section 1. The elected officers of the GSE Customer Council shall be the chairperson and vice chairperson.

Section 2. Officers shall be elected by a simple majority (50% + 1) of the voting members present at the GSE Customer Council and may be removed by a simple majority vote of the members present of the GSE Customer Council.

ARTICLE 6. DUTIES OF OFFICERS

Section 1. The chairperson shall preside at all meetings of the GSE Customer Council.

Section 2. The chairperson shall review and approve agendas before distribution to members.

Section 3. The vice chairperson will assist the chairperson in the discharge of the chairperson's duties as requested and, in the absence or inability of the chairperson to act, shall perform the chairperson's duties.

ARTICLE 7. COMMITTEES

Section 1. Chair may authorize or dissolve committees as needed to complete the charter of the GSE Customer Council.

Section 2. Individuals who are members of the GSE Customer Council and individuals who are not members of GSE Customer Council may be appointed by the chairperson to serve on committees.

Section 3. Committees shall organize themselves to be effective.

Section 4. Committees shall provide feedback to the chairperson and GSE Customer Council at the council's request.

Section 5. Committees shall meet, discuss, study and/or make recommendations on assigned issues as needed.

ARTICLE 8. MEETINGS

Section 1. GSE Customer Council shall determine frequency and time of meetings.

Section 2. Agenda items shall be solicited from the members in advance of an upcoming meeting.

Section 3. Notice of meetings, including date, time and location of the meeting, shall be sent electronically five (5) business days prior to the meeting date.

Section 4. An agenda, including those items requiring action, shall be provided not less than five (5) business days prior to the meeting to council members and customers. The agenda should also include any information necessary for discussion at the upcoming meeting.

Section 5. A quorum is a majority of voting members present.

Section 6. Customer council meetings are subject to the open meeting law as specified in Iowa Code chapter 21.

ARTICLE 9. VOTING

Section 1. Each member has one vote. A simple majority of the members voting shall determine the outcome of the issue being voted upon.

Section 2. GSE Customer Council bylaws may be amended by a simple majority vote of all members.

Section 3. Members who are present shall be eligible to vote on all issues brought before the group for a vote. Members may vote during a meeting by telephone or other electronic means.

Section 4. When Council votes on such matters as the minutes, business plans, and internal workings of the Council, votes to be done by a group voice vote. If the chair is then in doubt or if a member requests a show of hands, the vote can be retaken in that fashion. "No" votes would be recorded for the minutes.

Section 5. For rate setting and other issues that have a greater impact on customer agencies, voting to be done by roll call voice vote.

ARTICLE 10. ADMINISTRATION

Section 1. The GSE Chief Operating Officer, in conjunction with the chairperson, shall keep the official current and complete books and records of the decisions, members, actions, meeting minutes, and obligations of the GSE Customer Council.

Section 2. The GSE Chief Operating Officer will strive to inform customers of any customer council

decision effecting rates and services within five (5) business days.

Section 3. The chairperson shall coordinate meeting notices and locations, and shall keep a record of names and addresses, including E-mail addresses, of the members of the GSE Customer Council.

Section 4. Any member of the GSE Customer Council may inspect all books and records for good purposes at a reasonable time and location.

ARTICLE 11. PARLIAMENTARY PROCEDURE

Section 1. Meetings should be conducted using Robert's Rules of Order (Revised).

Section 2. The chairperson may elect to use the vice chairperson as parliamentarian.

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